

THE CORPORATION OF THE TOWN OF GEORGINA

COUNCIL AGENDA *ADDENDUM*

Wednesday, November 20, 2019
9:00 AM

3. COMMUNITY ANNOUNCEMENTS

- (2) Presentation of Marcom Award;
 - Town of Georgina Communications Division; Building Georgina Campaign

12. REPORTS

(2) REPORTS REQUIRING SEPARATE DISCUSSION

Reports from the Chief Administrative Officer

- (H) Georgina Civic Centre Concept Design

Report No. CAO-2019-0050

Pages 1-4

- Attachments to report

Report from the Corporate Services Department:

- (I) Verbal Report respecting Gateway Services Transition Update

13. DISPOSITIONS/PROCLAMATIONS, GENERAL INFORMATION ITEMS AND COMMITTEE OF ADJUSTMENT

(2) General Information Items

- (B) Briefing Notes

Pages 5-8

- (ii) Municipal Modernization Program (Intake One)



View towards public entry, lobby and expressed Council Chambers.

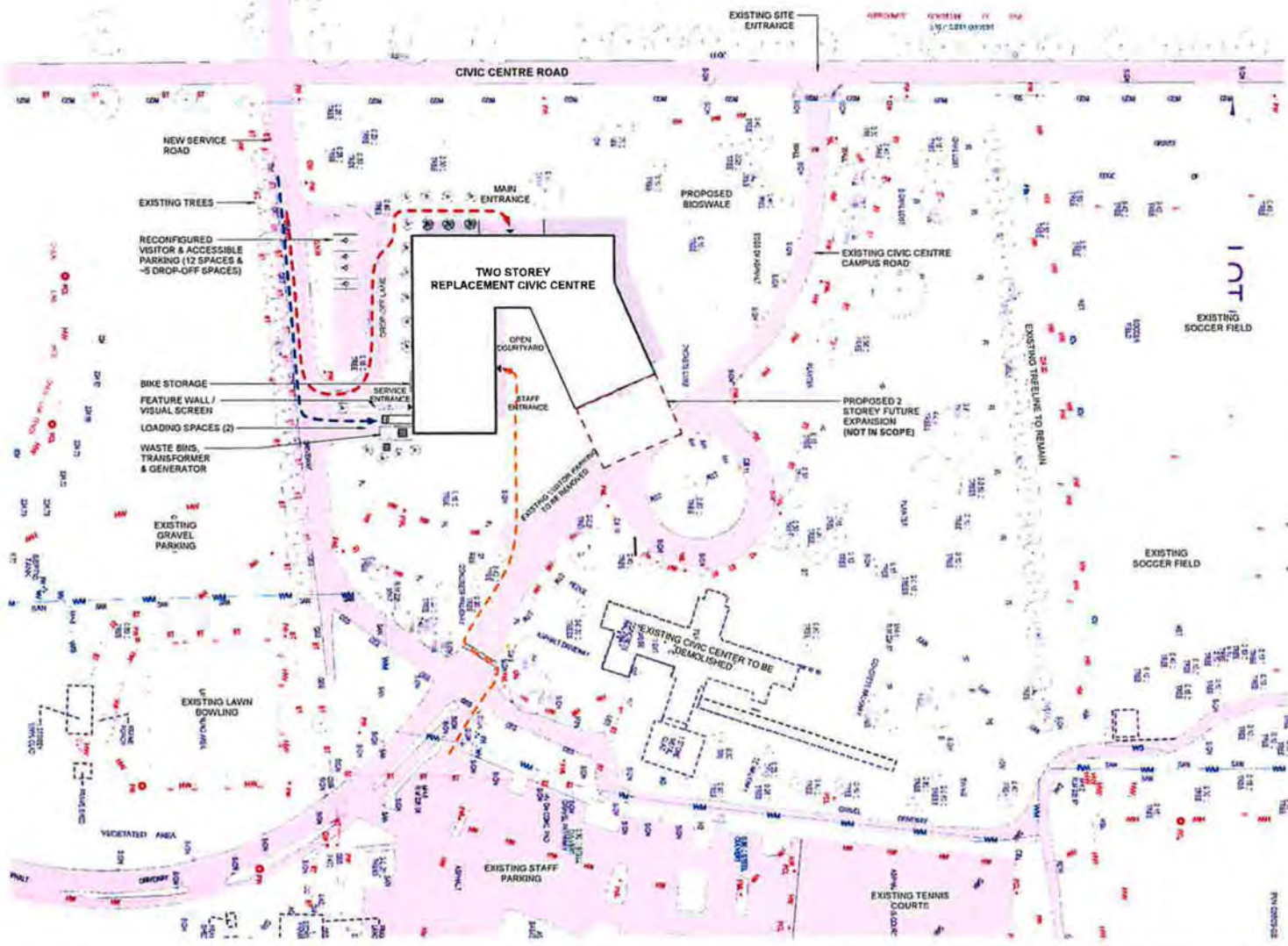
Town of Georgina Replacement Civic Centre
Concept 02: Community Courtyard

TAC and Steering Committee Meeting August 27, 2019



GEORGINA

SECTION 1 (DIT 5 AM) 8 CONCESSION 5
 *IN-LAW 20 18 (80-1) INSTRUMENT # 181026
 PIN 0008-002

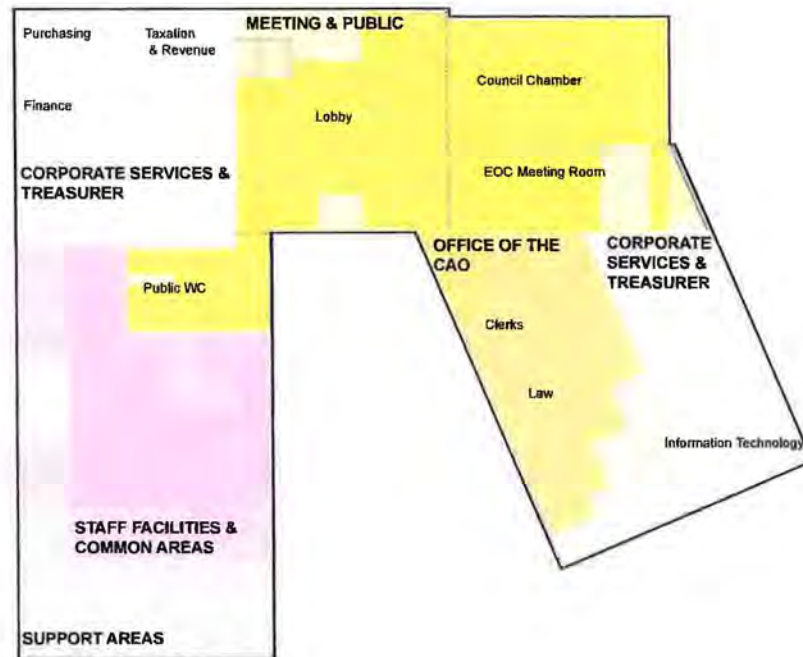


SITE LEGEND	
	VISITOR CIRCULATION
	STAFF CIRCULATION
	SERVICE CIRCULATION
	BUILDING ENTRANCE/EXIT
	EXISTING BUILDING TO BE DEMOLISHED
	EXISTING PAVING / TREE TO BE REMOVED
	EXISTING TREE TO REMAIN
	NEW TREE

Notes

- Building is rotated to face Civic Centre Road
- Visitor access from the current closed road (reworking of road is not in current scope)
- 12 visitor parking spaces + drop-off lane
- Existing staff parking
- Staff entrance through courtyard





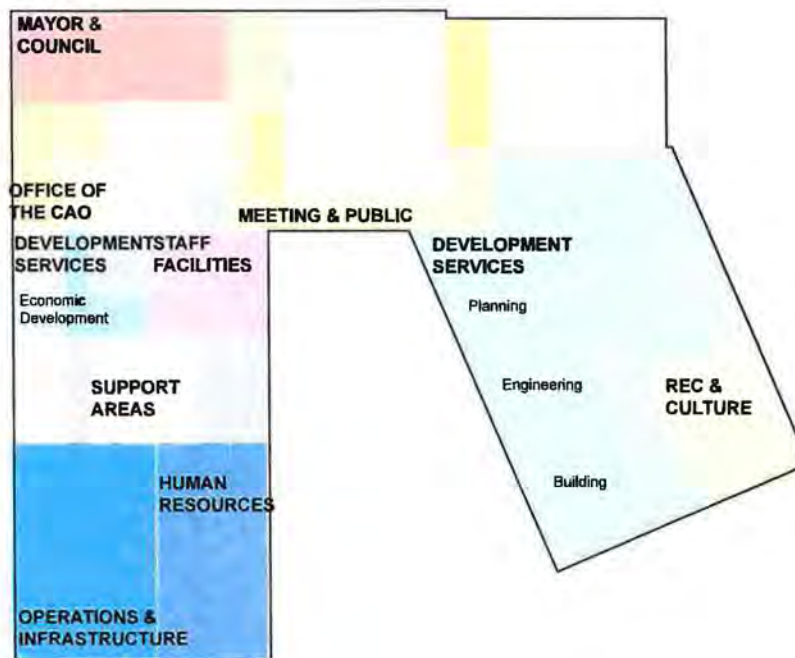
DEPARTMENT LEGEND

Red	MAYOR AND COUNCIL
Orange	OFFICE OF THE CAO
White	CORPORATE SERVICES AND TREASURER
Blue	HUMAN RESOURCES
Light Blue	DEVELOPMENT SERVICES
Dark Blue	OPERATIONS AND INFRASTRUCTURE
Yellow	RECREATION, CULTURE AND FACILITIES
Light Yellow	MEETING AND PUBLIC
Pink	STAFF FACILITIES AND COMMON AREAS
Light Grey	SUPPORT AREAS
White	UNASSIGNED

Notes

- The main entry, lobby, and courtyard form a linear central public axis
- This central public axis divides the building into two wings
- Staff facilities are located in the southern wing, along the courtyard
- The courtyard is enveloped either by circulation or by workstations
- The council chamber lies on the north-west corner, which is the most prominent from civic centre road





DEPARTMENT LEGEND

[Red]	MAYOR AND COUNCIL
[Yellow]	OFFICE OF THE CAO
[White]	CORPORATE SERVICES AND TREASURER
[Blue]	HUMAN RESOURCES
[Light Blue]	DEVELOPMENT SERVICES
[Dark Blue]	OPERATIONS AND INFRASTRUCTURE
[Yellow]	RECREATION, CULTURE AND FACILITIES
[Yellow]	MEETING AND PUBLIC
[Pink]	STAFF FACILITIES AND COMMON AREAS
[White]	SUPPORT AREAS
[White]	UNASSIGNED

Notes

- Public circulation and program surround the central atrium
- The courtyard is lined by departmental circulation and workstations
- The two most prominent corners, those along civic centre roads, are given to the council chamber, and to the mayor

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External Briefing Note

GEORGINA

Subject: Submitting application to Municipal Modernization Program (Intake One)

To: Mayor and Council

From: Shawn Nastke, Head of Corporate Service Delivery Excellence

Date: November 20, 2019

Briefing:

Province opens Intake One of the Municipal Modernization Program

The objective of the Provincial Municipal Modernization Program is to help municipalities “become more efficient and modernize service delivery while protecting front line services.” On November 13, 405 small and rural municipalities received notice that Intake One of the new program was opened (Program Guidelines attached). Intake One focuses specifically on a “review” of municipal service delivery expenditures. The review project can take a number of forms including:

- A line-by-line review of the Town’s budget
- A review of service delivery and modernization opportunities; or
- A review of administrative processes to reduce costs

Note: The program will not cover projects where the goal is to identify revenue generation opportunities or reduction(s) in front line services.

Criteria requires independent third party review

To be eligible, reviews must be conducted by a third party expert, result in a report, and be completed by June 2020. The Province anticipates that most review projects will be between \$20K and \$200K. Intake Two will open in spring/summer of 2020 and will shift focus from “review” to “implementation” of efficiencies. Participation in Intake One is not a requirement for participation in future intakes.

Tight deadlines established for Intake One

- November 22: Municipalities to advise Province of intention to apply
- December 6: Application (Expression of Interest) to be submitted
- Jan (mid): Notification of application approval
- June 15: Draft consultant report due to Province
- June 30: Final consultant report to be posted online and submitted to Province

Senior Management Team has identified a customer service related project

The Senior Management Team met on November 18 to discuss funding application ideas. The project believed to be the best option relates to conducting a detailed review of our customer service processes. This review was already scheduled for 2020 as a preliminary step to the acquisition and implementation of a new Customer Relationship Management (CRM) technology system, which was identified in the IT Strategic Plan. Therefore, the project already aligns well with next year's business plan. It may also be possible to apply under Intake Two for funding to acquire/implement the CRM, currently planned for 2021.

Consultation with N6 on a joint application

Given that Intake One allows for municipalities to apply collectively, Mr. Reddon, CAO, has also reached out to the CAOs of the N6 to gauge interest in a joint application; initial discussions around a CRM partnership have already taken place. These conversations are in progress and we will provide Council with an update as soon as possible.

Program timeframe will require streamlined action

The Province is only providing five months to deliver a draft consultant report (mid-January to June 15). This short timeline would be a challenge to meet under our procurement policy, considering a Request for Proposal can take 6-8 weeks. This length of delay could hinder our ability to retain a quality consultant as consultants may be inundated with work through the demand generated by this program. In this regard, the proposed resolution below would exempt the procurement of consulting for the purposes of this application services from the Town's procurement policy and procedures. This proposal would apply for either an independent or a joint project with other municipalities.

Staff are requesting that Council approve the following resolution in the interest of ensuring the Town meets the program timelines and maximizes potential funding opportunities

That Council receive this briefing note (Submitting application to Municipal Modernization Program (Intake One) dated November 20, 2019) and further direct the Chief Administrative Officer as follows:

1. To advise the Province of the Town's intention to apply for funding under Intake One on or before November 22, 2019;
2. To prepare and submit an Expression of Interest seeking funding to retain a consultant to conduct a customer service process review with the goal of finding service delivery efficiencies and lowering costs in the longer term on or before December 6, 2019;
3. To submit the Expression of Interest either individually or jointly with one or more York Region municipalities as deemed appropriate by the Chief Administrative Officer;
4. To apply for funding in the amount deemed appropriate by the Chief Administrative Officer recognizing that a joint application may require a higher amount;
5. To retain the services of a consultant to conduct the review using a procurement manner deemed appropriate by the Chief Administrative Officer and Director of Corporate Services/Treasurer and exempt from the Town's Procurement Policy; and,
6. To provide a completed copy of the Expression of Interest document to Council once submitted to the Province.



Municipal Modernization Program

Intake 1 Program Guidelines

WHAT YOU NEED TO KNOW

Ontario is helping municipalities become more efficient and modernize service delivery while protecting front line jobs.

The 405 small and rural municipalities that received a *Municipal Modernization Payment* in March 2019 can now apply to the *Municipal Modernization Program* for funding to undertake expenditure reviews with the goal of finding service delivery efficiencies and lowering costs in the longer term.

Eligible municipalities can apply individually, or collectively with other eligible municipalities, to undertake independent third-party reviews similar to the *Managing Transformation: A Modernization Action Plan for Ontario* review of Ontario government expenditures.

ELIGIBILITY CRITERIA

To be eligible under Intake 1, a project must:

1. Be a review of municipal service delivery expenditures by an independent third-party reviewer for the purpose of finding savings and efficiencies. The review project could take a number of forms including:
 - a line-by-line review of the municipality's entire budget; or
 - a review of service delivery and modernization opportunities; or
 - a review of administrative processes to reduce costs.
2. Result in a report by the independent third-party reviewer that provides specific and actionable recommendations for cost savings and improved efficiencies.
3. Begin field work no earlier than November 1, 2019, with a draft report completed by June 15, 2020 and the final report posted publicly by June 30, 2020.

It is anticipated that most review projects will be between \$20,000 and \$200,000. Proposals will be reviewed on a case-by-case basis and funding amounts may depend on the available appropriation. Only third-party service provider fees will be eligible. Municipal administrative costs, such as staff time, are not eligible.

The program will not cover review projects where:

- the goal is to identify opportunities for revenue generation or reductions in front line services; or
- the review does not result in a formal report prepared by a third party; or
- the object of the review extends beyond municipal accountability.

HOW TO APPLY

1. Advise your Municipal Services Office contact of your intention to apply by **November 22, 2019**.
2. Submit your completed Municipal Modernization Program: Expression of Interest form and applicable supporting documentation to Municipal.Programs@ontario.ca by **December 6, 2019**.

HOW IT WORKS

The ministry will advise municipalities of the outcomes of their applications by mid-January. If your application is approved, a proposed transfer payment agreement with the ministry will be sent to confirm the funding amount and set out the terms, including reporting requirements and a payment schedule. Municipalities will receive an initial payment following full execution of a transfer payment agreement and a final payment after submission of a final report.

PROGRAM TIMELINE

November 22, 2019	<ul style="list-style-type: none"> Advise your Municipal Services Office of your municipality's intention to apply.
December 6, 2019	<ul style="list-style-type: none"> Submit your Expression of Interest and any supporting documentation to Municipal.Programs@ontario.ca.
January-February, 2020	<ul style="list-style-type: none"> Learn whether your application is approved. If it is approved, enter into a transfer payment agreement for project funding, and receive an initial payment once the agreement is executed.
June 15, 2020	<ul style="list-style-type: none"> Submit your third-party reviewer's draft report to the ministry.
June 30, 2020	<ul style="list-style-type: none"> Post the third-party reviewer's final report online and submit your final report to the ministry. The final report will include: a hyperlink to the publicly posted third-party reviewer's report; the amount paid to the third-party reviewer and a copy of the invoice; a statement of the total amount of expenditures reviewed and the total amount identified as potential savings; and a 250-word abstract of the project and its findings.

FOR MORE INFORMATION

Municipalities can direct program questions to Municipal.Programs@ontario.ca or contact their regional Municipal Services Office for further information.

Central Region – Toronto

Tel: 416-585-6226 or
1-800-668-0230

Western Region – London

Tel: 519-873-4020 or
1-800-265-4736

Eastern Region – Kingston

Tel: 613-545-2100 or
1-800-267-9438

Northern Region - Sudbury

Tel: 705-564-0120 or
1-800-461-1193

Northern Region – Thunder Bay

Tel: 807-475-1651 or
1-800-465-5027